

What is Case Management?

Case management involves a team of health care professionals who help you and your family solve your medical, educational, and social needs. The case manager is your team coach.

You and your team work out a plan to help you gain control of your illness, injury, or situation as soon as possible. You and your team make plans for your recovery by getting the appropriate care at the appropriate time.

Your case manager monitors your plan with you so that it meets any change in your health status.

The goal is a smooth transition through all phases of illness and recovery.

Who is considered for case management?

Usually people with very complex conditions or situations require case management. These may be of a medical, social, financial, or mental health nature. Some examples include: cancer, Parkinson's Disease, elderly or disabled individuals living alone, severe burns, or transplants. Your participation is voluntary. Priority is given to active duty soldiers who have case management needs.

Will my provider be informed of these plans and service?

Your doctor, nurse, or physician assistant is part of the team that helps you make plans and decisions about your health goals. Your case manager writes out a care or service plan based on those goals. It is updated as your needs change. You and your provider have the final say about any and all care you receive.

Who are case managers?

Caring and competent professionals and their assistants perform case management at Darnall Hospital.

You may meet with a nurse, social worker, physician, or other members of the Darnall health care team.

Everyone has the same goal - to help you reach your highest potential as soon as possible.

How long will case management services last?

Some individuals require help for an extended period of time. Many however, will not need help once they have achieved their goals. These goals are the ones set with your case management team. Services are stopped when you and the team decide they are no longer necessary. Case management can be restarted at a later time, if needed.

What will it cost me?

Case management services are a benefit for all Darnall patients. There is no additional charge and no billing to your insurance for this service.

How am I referred for case management?

Your doctor submits a referral. Your referral will be considered for acceptance to the Case Management Program. If you think you have a problem that may benefit from Case Management, you may also contact us using one of the the telephone numbers listed on the back of this pamphlet.

As a participant in the case management program, you have the right to:

1. Be cared for with courtesy and respect;
2. Be told about your health care problems;
3. Be told how your problems are usually treated and share in the planning;

4. Be told what you can expect from treatment;
5. Agree to your treatment;
6. Refuse any part of your treatment;
7. Be counseled about what complications could occur if you refuse a treatment;
8. Privacy;
9. File a complaint if you feel your rights have been denied;
10. Be discharged from the case management program at any time you wish; and
11. Receive information in a language you can understand.

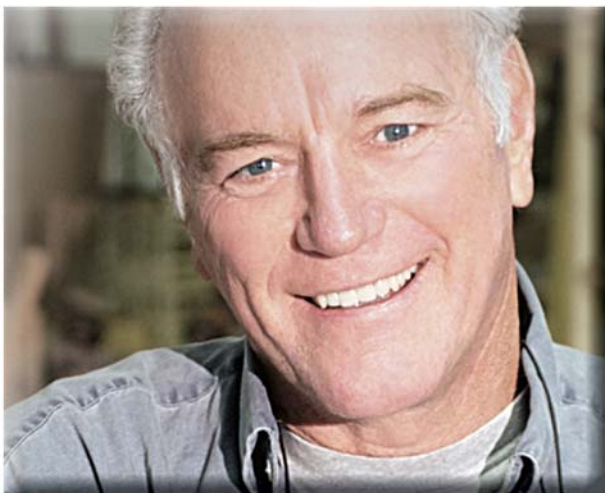
As a participant in the case management program, you have the responsibility to:

1. Treat the case manager with courtesy and respect;
2. Ask questions about any part of the care you do not understand;
3. Discuss with the case manager any changes in your condition, or how you feel;
4. Talk to the case manager about other health problems you have had in the past;
5. Inform the case manager about all medications and remedies you are using;
6. Follow through on shared goals and recommendations;
7. Let the case manager know if you are having problems following any instructions; and
8. Let the case manager know if you decide not to follow the plan of care.



Case Management Services

- Assistance to achieve your self-care goals.
- Reinforcement of medical information, and/or diet, activity, medication instructions.
- Assistance to take control of your recovery and to make decisions that positively affect your health outcomes.
- Consultation with specialty providers to assure ongoing progress toward your recovery.
- Help in understanding your medical insurance needs, their costs, how to determine what coverage or other community services you may need, and to assist in the application process if necessary.
- Help with coordination of needed home health care, therapy, medical equipment and/or nursing visits.
- Referrals to community resources and funding options.
- Assurance that your care plan will give you the best possible recovery in the shortest time.
- Help you and your family make informed health care decisions.



Services Not Provided

- Transportation by the case manager
- Home Care Services
- Delivery of equipment, papers

Case Management Team...

Case Management Coordinator
1-254-286-7466

Registered Nurses/Case Managers
254-286-7825/286-7611
254-553-1888 OIF Case Manager
254-553-1887 Case Manager
254-553-1889 Case Manager

Case Management Assistant
1-254-286-7467

Utilization Management Branch
Managed Care Division
Darnall Army Community Hospital
36000 Darnall Loop
Fort Hood, TX 76542-4752

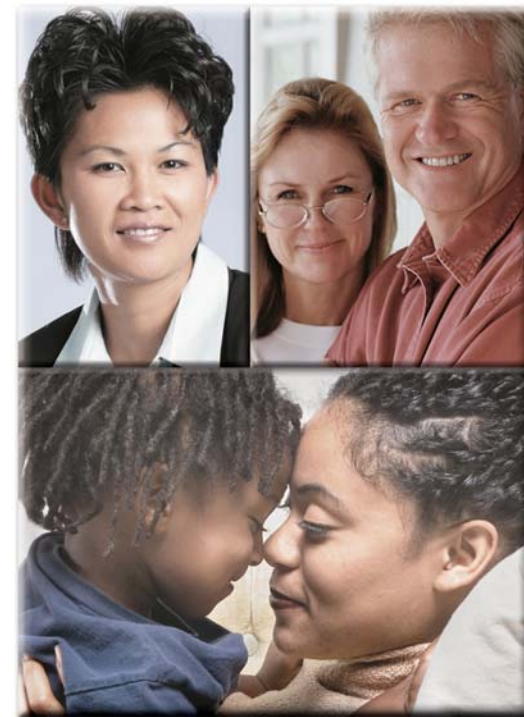
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www.hood-meddac.army.mil
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Case Management Program

Care Across the Continuum



Darnall
Army Community Hospital

Fort Hood, Texas

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